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4954  
2171

PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of

Confirmation No.: 4954

Sang Kap PARK et al.

Group Art Unit: 2171

Serial No.: 09/893,688

Examiner: Brian D. Goddard

Filed: June 29, 2001

Customer No.: 34610

For: CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM AND OPERATION  
METHOD THEREOF

**RECEIVED**

AMENDMENT

JUN 25 2004

U.S. Patent and Trademark Office  
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Crystal Plaza Two, Lobby, Room 1B03  
Arlington, VA 22202

Technology Center 2100

Sir:

The following amendments and remarks are respectfully submitted in response to the Office Action mailed on March 24, 2004.

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** are included in the listing of claims beginning on page 4 of this paper.

**Amendments to the Drawings** begin on page 25 and reference attachments which include replacements sheets incorporating the changes.

**Remarks/Arguments** begin on page 26 of this paper.